

EXHIBIT 3

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UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF PENNSYLVANIA

SHAMARA T. KING, on behalf :
of herself and all others :
similarly situated, :
:
Plaintiff, :
:
vs. : C.A. NO: 10-6850
:
GENERAL INFORMATION :
SERVICES, INC., :
Defendant. :

VIDEOTAPED 30(b)(6) and INDIVIDUAL
DEPOSITION OF: LORI C. WEBB

DATE: June 26, 2012
TIME: 9:04 AM
LOCATION: A. William Roberts, Jr. & Assoc.
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Columbia, SC
TAKEN BY: Counsel for the Plaintiff
REPORTED BY: SANDRA K. BJERKE, RDR, CRR, CBC

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1 knowledgeable about the ins and outs of the
2 system's search and query capabilities?

3 A. I believe he knows the search query
4 capabilities and assists in writing the search
5 query capabilities. When you ask about all the ins
6 and outs of the system -- it's a very complex
7 system -- I can't answer that.

8 Q. Okay. Would he be -- he was the
9 person, obviously, that you went to, though; right?

10 A. Correct.

11 Q. All right. Let me just ask you some
12 generalized questions about GIS, okay?

13 A. Okay.

14 Q. And then I'm going to focus a little
15 more specifically, you know, as it pertains to the
16 allegations and the claims in this complaint, okay?

17 GIS is a consumer reporting agency;
18 correct?

19 A. Yes.

20 Q. And as a result, it is regulated by the
21 Fair Credit Reporting Act with regard to the
22 background checks it sells to employers; correct?

23 A. That's correct.

24 Q. All right. Now, in this case GIS sold

1 a background check about the plaintiff in this
2 case, Ms. King, to the United States Postal Service
3 in connection with a job application that she had
4 made; correct?

5 A. Correct.

6 Q. Okay. Are you able to take me through
7 the process of what the company does when a client
8 such as the US Postal Service requests a background
9 check from GIS?

10 A. Yes.

11 Q. All right. Please tell me what happens
12 and how it comes about.

13 A. Well, specifically referring to the
14 United States Postal Service.

15 Q. Okay.

16 A. Because we have many clients --

17 Q. Okay.

18 A. -- whose method of requests varies,
19 really, client by client.

20 The United States Postal Service has an
21 integration with our systems through their system,
22 which I believe is written by SAP. It's called
23 eCareer.

24 Candidates go online and select open

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1 Q. Okay. When you say the two components,
2 you're referring to Ms. King's situation; correct?

3 A. That's correct, um-hum.

4 Q. And I think you are correct -- that we
5 can look at it in a bit when I show you the report
6 if I need to -- that there were two different
7 things searched; right?

8 There was the county that was searched,
9 and there was the KwickScreen national database;
10 correct?

11 A. Correct.

12 Q. Let me back you up before we get there.

13 A. Um-hum.

14 Q. You mentioned the CRIM program.

15 A. Um-hum.

16 Q. Okay. Can you tell me more
17 specifically what that is and what it does?

18 A. It is a workforce distribution tool
19 that, by jurisdiction, assigns work orders to
20 either internal researchers or external researchers
21 for public record research and fulfillment
22 returning that information back to our operations
23 team.

24 Q. Okay. That program, where does it

1 reside?

2 Is it -- is there a computer for that
3 program?

4 A. Well, it's an entire system.

5 Q. Okay. So it's --

6 A. And it's in Chapin, South Carolina.

7 Q. Okay. So when the first request comes
8 in for fulfillment, it goes into the CRIM program;
9 correct?

10 A. Yes.

11 Q. And CRIM decides -- I'm sorry. Go
12 ahead.

13 A. Based on the services.

14 Q. Right.

15 A. Okay.

16 Q. So based upon what the client orders,
17 is CRIM the program that determines what to do in
18 response to the request that is made?

19 A. It determines who the service search is
20 assigned to for fulfillment.

21 Q. Right. So if somebody is searching for
22 a national database, it will make that decision;
23 correct?

24 A. Yes.

1 Q. Whereas if somebody --

2 A. That's actually not done through the
3 CRIM program. That's done through another piece of
4 technology.

5 Q. Where is that decision made, whether or
6 not it's --

7 A. It's electronic in the system.

8 Q. Okay. That's not the CRIM. Okay.

9 So can you give me -- can you give me
10 specifically the type of decision that CRIM makes?

11 A. Yes. It says I'm a public record
12 search for Richland County, South Carolina.
13 Therefore, I go to this particular researcher for
14 fulfillment.

15 Q. Okay. I understand. What is the other
16 piece?

17 Why doesn't it do that for the
18 KwickScreen national database?

19 A. Because the KwickScreen national
20 database, that's its own data processing system.

21 Q. I see.

22 A. I mean, it makes a call to the
23 database. It returns information back from the
24 database.

1 Q. Okay.

2 A. Then any matches are fulfilled in what
3 we refer to as our elementary queue.

4 Q. Okay. And so would I be correct then
5 in stating that the KwickScreen national database
6 search is step No. 1?

7 A. No. They happen simultaneously.

8 Q. Okay. So it gets routed to the county
9 as well as the national database search gets routed
10 as well?

11 A. Well, the national database search gets
12 routed to an internal team who looks at the
13 information that's contained in the database search
14 and then makes a determination if the information
15 that's contained in the database is relevant to
16 that particular individual, is it relevant to that
17 client's specific reporting needs.

18 Q. Okay.

19 A. If it is something that's relevant,
20 then they push out and order to a traditional
21 public record base search through the CRIM system
22 to validate that information before it is returned.

23 Q. Okay. So when -- let me --

24 A. If it ever is returned.

1 Q. Okay. Let me ask you some questions
2 about the national database.

3 Would I be correct in stating that the
4 national database information is the KwickScreen
5 data?

6 A. Yes.

7 Q. Okay. Now, what does KwickScreen mean?
8 Is that like a trademark term?

9 A. Yes.

10 Q. And is that a trademark term that is
11 owned by GIS?

12 A. Well, I don't know if it's specifically
13 trademarked, but it's a term that we've been using
14 for many years before I got to the company.
15 National database search was referred to as
16 KwickScreen.

17 Q. All right. So where is the database
18 housed that contains the KwickScreen information?

19 A. It would be in the computer systems in
20 Chapin, South Carolina.

21 Q. Okay. It's actually in your office,
22 like in your building that you're in?

23 A. In one of the buildings. We have
24 multiple buildings on our campus.

1 to review the information that's returned in the
2 KwickScreen.

3 From there, grouping up all those
4 concepts, they make a determination if this
5 information in the database is relevant, that it
6 needs to be validated back at the jurisdictional
7 source before we can return any information
8 relevant to that.

9 Q. Okay. When you say it needs -- someone
10 determines that it needs to be relevant, is that a
11 person or a computer or a system that does that?

12 A. That's a person.

13 Q. Okay. Where and who -- where are those
14 people?

15 A. They're in Chapin.

16 Q. They're in Chapin. And what are the
17 titles of the people that do that?

18 A. KwickScreen associates/coordinators.

19 Q. And what are they supposed to be doing?

20 So when they get a match -- when you
21 say they -- when a match comes back, is a match --
22 you mean the report comes back?

23 A. I mean a match to a name.

24 Q. A match to a name.

1 Q. Did you --

2 A. I mean, you'd have to go back through
3 the case events and see all the different
4 timestamps and everything that's recorded.

5 Q. Do you know in fact in this case if an
6 individual actually did validate the information
7 that was -- that was returned from the KwickScreen
8 database about Ms. King?

9 A. Yes, the information was validated.

10 Q. How do you know that?

11 A. Because there's a section of the report
12 that says verified KwickScreen record.

13 Q. Okay. Is that the only basis for you
14 to say that, or have you seen other records which
15 showed that somebody validated it?

16 A. Well, that's our process. That's our
17 standard.

18 Q. Okay.

19 A. You have to make a selection, order the
20 jurisdiction, check the flag that this is something
21 sourced from KwickScreen. Then it allows the
22 service to return back to them and associate that
23 validation of the jurisdictional source as part of
24 that, that report.

1 Q. Do you know what the individual did
2 and/or what information the individual obtained in
3 order to validate in this case?

4 A. Without having the record in front of
5 me, I believe I recall that it's Montgomery County,
6 Pennsylvania, and they went to the source to obtain
7 the information and pulled that back.

8 Q. When you say the source, you mean the
9 Montgomery County Courthouse?

10 A. County court.

11 Q. Okay. And do you know -- the person
12 went personally or the person ordered something
13 online?

14 A. I think it was an online search.

15 Q. Okay. It was an on --

16 A. I believe that that jurisdiction is one
17 that's online.

18 Q. Okay. And how would you know that?
19 Would that be because -- the policy and practice,
20 or do you know that because you spoke to this
21 person and they said --

22 A. It's an internal researcher. We have
23 an online court integration to pull that
24 information back.

1 A. In this particular case it means that
2 there is presence of public record information
3 under which the United States Postal Service has
4 stipulated that we need to report back to them.

5 Q. Okay.

6 A. They have very broad flagging, if you
7 will.

8 Q. Okay. Under the heading, going down,
9 service summary, there are two services that were
10 performed here: the county criminal search and the
11 KwickScreen search; is that correct?

12 A. That's correct.

13 Q. All right. And would you describe for
14 me what the times referenced to the right of those
15 services indicate?

16 A. Sure.

17 Q. And what they communicate to us?

18 A. February the 23rd, 2010 at 10 o'clock,
19 2 minutes and 17 seconds after the hour in the
20 morning the work order came into the system for
21 fulfillment through the process that I described
22 earlier.

23 And the date of March the 2nd, 2010,
24 6:56:42 seconds PM was when the KwickScreen

1 criminal database search was returned back to the
2 reporting services team for categorizing the
3 criminal activity at the county level that is
4 referenced as the completion date of March the 3rd,
5 2010 at 3:17 and 55 seconds.

6 Q. Okay. Let me back you up there. At
7 6:56 -- on March 2nd, 2010 at 6:56 and 42 seconds
8 PM, that's the time that the KwickScreen data
9 information came back; correct?

10 A. That's the time at which the verified
11 record from the KwickScreen pointer file, if you
12 will, was introduced, yes.

13 Q. Into which system? GIS's system?

14 A. GIS internal systems.

15 Q. Uh-huh. Now, was that information at
16 that point available to the US Postal Service?

17 A. No.

18 Q. Okay. And then -- let me ask you one
19 thing: What is the cause of the delay between
20 February 23rd, 2010 and March 2nd, 2010?

21 A. What is -- oh. Just timing of
22 researching public records and getting that
23 information back into the system.

24 Q. So that doesn't suggest that the actual

1 data retrieval by the computer took that long;
2 correct?

3 A. Right.

4 Q. That is -- the data comes back, and
5 then that's the time when the person goes into the
6 queue and enters it?

7 A. The search kicks off and did on
8 February the 23rd. I'm sure there's a weekend
9 somewhere in between there.

10 Q. Okay.

11 A. So Saturdays and Sundays are not
12 considered to be workdays relative to time service.

13 Q. Um-hum.

14 A. But the presence of record information,
15 something that we take seriously. It goes through
16 various different hands before it actually gets
17 back into a report format, even for our internal
18 folks to see.

19 So that information that has been
20 researched by the -- either the internal
21 researcher, in this case it was then given to a
22 records entry clerk to enter. Then it passes
23 through another tier of review by our RV specialist
24 who ensure that what the records entry clerk has

1 presence of either one of those things, a felony or
2 a misdemeanor, that will trigger a hit?

3 A. A felony or misdemeanor conviction will
4 trigger a hit as is currently set up for the United
5 States Postal Service, because that's the status
6 that they want to see.

7 Q. Okay. And there may be other clients
8 that don't care about a misdemeanor. All they want
9 to see are felonies; correct?

10 A. That's correct.

11 Q. Now, if you go down two headings after
12 that there's a section at the bottom called
13 criminal history. Do you see that?

14 A. Um-hum.

15 Q. Now, where is the data from that
16 follows under that heading?

17 A. If you go to the next page.

18 Q. Yes.

19 A. Because that heading starts out at
20 Montgomery County.

21 Q. Yes.

22 A. Felony/misdemeanors were checked. The
23 name that was searched. No aliases were searched.
24 The results say: See felony below.

1 Now we're on to the page that you're
2 referring to. So the name that was identified on
3 record was this Shamara King. We specified the
4 time period that we searched. How did we identify
5 the information? Because we have standards by
6 which we report -- I think we discussed earlier.

7 Q. Well, yes.

8 A. Record information back. You have to
9 have matching information. Nothing quasi match.
10 It has to be a match to the candidate. The case
11 number, the offenses and the disposition.

12 Q. Okay.

13 A. Along with the dates.

14 Q. I guess my question more specifically
15 is: In the bottom of Page 1 to Page 2 of
16 Plaintiff's Exhibit No. 2, where is that data
17 coming from?

18 In other words, the public case number
19 with the information that's listed there, where is
20 that coming from? Is that coming from the
21 validation?

22 A. From the validation --

23 Q. Step.

24 A. -- of the KwickScreen, yes.

1 by going to the court and physically identifying
2 what is listed on the public record index there.

3 Q. Okay. And in connection with that
4 process regarding Ms. King's situation, the
5 information that the person obtained appears on
6 Page 2, at the top of Page 2; correct?

7 A. Correct.

8 Q. That -- am I correct that that
9 information which appears at the top of Page 2 is
10 the information that was obtained by your
11 validation employee from the Montgomery County
12 Court of Common Pleas?

13 A. It was obtained not necessarily by the
14 validation employee, but it was obtained through
15 the different processes that go along.

16 Whereby in this particular case, an
17 internal researcher goes, searches the public
18 records that are available to them, puts that
19 information back, passes it off through the
20 workflow coordinator to the records entry clerk.

21 Someone else after the records entry
22 clerk enters the information, looks at it and says,
23 okay, this is the standard in keeping with what we
24 are supposed to report. And then it goes on to

1 another phase.

2 Q. Okay. So the information that appears
3 at the top of Page 2 is all of the information that
4 the GIS employee obtained from the Montgomery
5 County Court of Common Pleas.

6 A. Court of Common Pleas.

7 Q. Correct?

8 A. Yes.

9 Q. If there was other information that
10 that person had obtained from the Montgomery Court
11 of Common Pleas, it would appear in this record;
12 correct?

13 A. Not necessarily, because that depends
14 upon what information is out there at the court of
15 common pleas and whether or not it's reportable
16 under GIS reporting guidelines or under
17 client-specific reporting guidelines.

18 Q. Are you -- are you saying that there
19 are times --

20 MR. FRANCIS: Strike that.

21 BY MR. FRANCIS:

22 Q. Do you know whether or not those other
23 instances occurred in this case?

24 A. No, I do not.

1 Q. With regard to this particular
2 situation involving Ms. King, is -- and based upon
3 your review of the records that you mentioned
4 before, is the information that appears at the top
5 of Page 2 of Plaintiff's Exhibit 2 all of the
6 information that was obtained from the Montgomery
7 County Court of Common Pleas?

8 A. Yes, to my understanding, that's
9 correct.

10 Q. Is the information which appears here
11 on Page 2 typical of the type of information that
12 an employee will obtain when they do a manual check
13 from a county court?

14 A. Yes.

15 Q. Okay. To follow up on what you said
16 before, would I be correct in stating that the GIS
17 employees do not get the entire criminal file;
18 correct?

19 A. We do not get the entire criminal file
20 that would have the complaint, police affidavits,
21 et cetera.

22 Q. Right. So, for example, if there were
23 a police criminal complaint, that would not appear
24 in the record like this.